USE CASE

ITS Integrator Software Upgrade Implemented at the Ghana Institute of Management and Public Administration (GIMPA)

Adapt IT | Education's ITS Integrator is an ERP (Enterprise Resource Planning) software solution which reduces the manual effort for various business processes to simplify workflows. In addition, it includes a dashboard containing real-time data that is collected from the institution in order to measure productivity and profitability.

ITS Integrator software is made up of functionality that is built on meaningful insights to solve the most pressing problems of educational institutions, whether small or large.

This use case starts when our client, the Ghana Institute of Management and Public Administration, upgraded the ITS Integrator from version 3. This use case ends when the software had been upgraded to version 4.1, and users had received training from Adapt IT | Education, that empowered them to handle the new functionality.

About The Customer

The Ghana Institute of Management and Public Administration (GIMPA) was first established in 1961 as a joint United Nations (UN)/Ghana Government special fund project.

Today, GIMPA provides training through courses for the award of certificates, diplomas and degrees up to the doctoral level, and has become a leading management development institute. It is an independent public tertiary institution with financial and operational autonomy.

GIMPA's mission is to enhance the skills of middle and top-level executives in public and private sectors as well as non-governmental organisations (NGOs) on an international level.
The Institute is made up of four schools:

1. Business School
2. School of Public Service and Governance
3. Faculty of Law
4. School of Technology

Background

It had been 3 years since the release of the Integrator 4.1 however GIMPA was still using version 3. The ITS Integrator 4.1 was market-ready by January 2017 which meant technical assistance, software and security enhancements from Adapt IT would no longer be available.

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Upgrade implementation details

The phases of the upgrade took a total of six weeks and included:

- 2 weeks for the implementation of the test environment
- 2 weeks for the transfer to production and
- 2 weeks for training and monitoring.

Business Acceptance Testing was conducted to ensure that all processes could be executed successfully by staff on the new software version.

GIMPA provided the infrastructure, including hardware and services, and Adapt IT | Education provided the software, support and training.

Solomon Asante Dartey, Information Management Services Directorate, reported that during all the phases of the implementation, Adapt IT | Education was “highly responsive to queries from GIMPA, and very committed to duty calls, and proved themselves reliable”.

Lessons learned for future upgrades

GIMPA reported that when they decide to do another upgrade in the future, they will do more in-house training for faculty and support staff prior to the roll-out.

In addition, graduation was scheduled the week after going live on version 4.1 of ITS Integrator. As a result, employees were hesitant to use the upgraded software to generate all the outstanding graduation reports, so the timing of the upgrade could have been better.

Key Results From The Upgrade

GIMPA noted that productivity and flexibility have increased since the upgrade, which means that the new version 4.1, saved the institution a lot of time as well as operational costs.

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